

# Palomar College – Institutional Review and Planning

## Non-Instructional Student Services Programs

**Purpose of Institutional Review:**

The institution assesses progress toward achieving stated goals and makes decisions regarding the improvement of institutional effectiveness in an on-going and systematic cycle of evaluation, integrated planning, resource allocation, implementation, and re-evaluation. Evaluation is based on analyses of both quantitative and qualitative data (ACCJC/WASC, Standard I, B.3). Qualitative

| <u>Evaluations and Records</u>              |                |              |              |              | <u>2010-11</u>  |              |              |              | <u>2012-13</u>  |              |              |              |
|---|----------------|--------------|--------------|--------------|---|--------------|--------------|--------------|---|--------------|--------------|--------------|
| <u>Department/Discipline Reviewed</u>       |                |              |              |              | <u>Year Reviewed</u>                                    |              |              |              |   |              |              |              |
| <b>1. 3-year trend of quantitative data</b> |                |              |              |              |   |              |              |              |   |              |              |              |
|   | <b>2008-09</b> |              |              |              | <b>2009-10</b>  |              |              |              | <b>2010-11</b>  |              |              |              |
| <b>Evaluations Office</b>                   |                |              |              |              |   |              |              |              |   |              |              |              |
| <b>In-Person contacts:</b>                  | <u>X'08</u>    | <u>F'08</u>  | <u>S'09</u>  | <u>TOTAL</u> | <u>X'09</u>   | <u>F'09</u>  | <u>S'10</u>  | <u>TOTAL</u> | <u>X'10</u>   | <u>F'10</u>  | <u>S'11</u>  | <u>TOTAL</u> |
| Students                                    | 576            | 1,336        | 1,512        | 3,424        | 657   | 1,179        | 1,610        | 3,446        | 689   | 1,237        | 1,722        | 3,648        |
| Counselors                                  | 188            | 284          | 275          | 747          | 255   | 261          | 324          | 840          | 268   | 274          | 340          | 882          |
| Staff                                       | 297            | 985          | 882          | 2,164        | 361   | 953          | 981          | 2,295        | 379   | 1,010        | 1,030        | 2,419        |
| Faculty/Administrators                      | 48             | 276          | 294          | 618          | 62  | 295          | 315          | 672          | 33  | 65           | 110          | 208          |
| Other                                       | 20             | 35           | 42           | 97           | 23  | 40           | 31           | 94           | 27  | 10           | 16           | 53           |
| <b>Total</b>                                | <b>1,129</b>   | <b>2,916</b> | <b>3,005</b> | <b>7,050</b> | <b>1,358</b>  | <b>2,728</b> | <b>3,261</b> | <b>7,347</b> | <b>1,396</b>  | <b>2,596</b> | <b>3,218</b> | <b>7,210</b> |
| <b>Evaluations Office</b>                   |                |              |              |              |   |              |              |              |   |              |              |              |
| <b>Phone contacts:</b>                      | <u>X'08</u>    | <u>F'08</u>  | <u>S'09</u>  | <u>TOTAL</u> | <u>X'09</u>   | <u>F'09</u>  | <u>S'10</u>  | <u>TOTAL</u> | <u>X'10</u>   | <u>F'10</u>  | <u>S'11</u>  | <u>TOTAL</u> |
| Students                                    | 993            | 1,625        | 1,647        | 4,265        | 1,149   | 1,549        | 1,681        | 4,379        | 1,392   | 1,279        | 1,552        | 4,223        |
| Counselors                                  | 34             | 569          | 574          | 1,177        | 326   | 523          | 544          | 1,393        | 312   | 411          | 337          | 1,060        |
| Staff                                       | 284            | 602          | 586          | 1,472        | 315   | 558          | 615          | 1,488        | 273   | 580          | 717          | 1,570        |
| Faculty/Administrators                      | 62             | 174          | 194          | 430          | 109   | 203          | 187          | 499          | 61  | 45           | 113          | 219          |
| Other                                       | 189            | 181          | 173          | 543          | 117   | 179          | 196          | 492          | 147   | 218          | 226          | 591          |
| <b>Total</b>                                | <b>1,562</b>   | <b>3,151</b> | <b>3,174</b> | <b>7,887</b> | <b>2,016</b>  | <b>3,012</b> | <b>3,223</b> | <b>8,251</b> | <b>2,185</b>  | <b>2,533</b> | <b>2,945</b> | <b>7,663</b> |
| <b>Evaluations Office</b>                   |                |              |              |              |   |              |              |              |   |              |              |              |
| <b>E-Mail contacts:</b>                     | <u>X'08</u>    | <u>F'08</u>  | <u>S'09</u>  | <u>TOTAL</u> | <u>X'09</u>   | <u>F'09</u>  | <u>S'10</u>  | <u>TOTAL</u> | <u>X'10</u>   | <u>F'10</u>  | <u>S'11</u>  | <u>TOTAL</u> |
| Students                                    | 115            | 175          | 186          | 476          | 150   | 203          | 196          | 549*         | 215   | 931          | 852          | 1,998*       |
| Counselors                                  | 48             | 40           | 52           | 140          | 41  | 44           | 55           | 140          | 58  | 196          | 129          | 383          |
| Staff                                       | 137            | 125          | 164          | 426          | 112   | 153          | 172          | 437          | 216   | 124          | 206          | 546          |
| Faculty/Administrators                      | 20             | 82           | 91           | 193          | 89  | 93           | 102          | 284          | 63  | 120          | 76           | 259          |
| Other                                       | 16             | 50           | 63           | 129          | 36  | 40           | 51           | 127          | 52  | 23           | 20           | 95           |
| <b>Total</b>                                | <b>336</b>     | <b>472</b>   | <b>556</b>   | <b>1,364</b> | <b>428</b>  | <b>533</b>   | <b>576</b>   | <b>1,537</b> | <b>604</b>  | <b>1,394</b> | <b>1,283</b> | <b>3,281</b> |
|   |                |              |              |              | <i>*Does not include evaluation notification emails</i> |              |              |              | <i>*Does not include evaluation notification emails</i> |              |              |              |
| <b>Associate in Arts Degrees:</b>           | <u>X'08</u>    | <u>F'08</u>  | <u>S'09</u>  | <u>TOTAL</u> | <u>X'09</u>   | <u>F'09</u>  | <u>S'10</u>  | <u>TOTAL</u> | <u>X'10</u>   | <u>F'10</u>  | <u>S'11</u>  | <u>TOTAL</u> |
| Approved                                    | 280            | 437          | 908          | 1,625        | 331   | 418          | 992          | 1,741        | 333   | 491          | 940          | 1,764        |
| Denied                                      | 85             | 178          | 342          | 605          | 99  | 142          | 257          | 498          | 100   | 150          | 273          | 523          |
| <b>Total</b>                                | <b>365</b>     | <b>615</b>   | <b>1,250</b> | <b>2,230</b> | <b>430</b>  | <b>560</b>   | <b>1,249</b> | <b>2,239</b> | <b>433</b>  | <b>641</b>   | <b>1,213</b> | <b>2,287</b> |

|                                       |             |             |             |              |             |             |             |              |             |             |             |              |
|---------------------------------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|--------------|-------------|-------------|-------------|--------------|
| <b>Certificates of Achievement:</b>   | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Approved                              | 110         | 214         | 677         | 1,001        | 116         | 294         | 674         | 1,084        | 149         | 329         | 771         | 1,249        |
| Denied                                | 26          | 32          | 88          | 146          | 17          | 34          | 101         | 498          | 22          | 35          | 103         | 160          |
| <b>Total</b>                          | 136         | 246         | 765         | <b>1,147</b> | 133         | 328         | 775         | <b>1,236</b> | 171         | 364         | 874         | <b>1,409</b> |
| <b>Certificates of Proficiency:</b>   | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Approved                              | 24          | 38          | 74          | 136          | 21          | 41          | 64          | 126          | 27          | 56          | 89          | 172          |
| Denied                                | 8           | 8           | 23          | 39           | 10          | 8           | 15          | 33           | 3           | 4           | 8           | 15           |
| <b>Total</b>                          | 32          | 46          | 97          | <b>175</b>   | 31          | 49          | 79          | <b>159</b>   | 30          | 60          | 97          | <b>187</b>   |
| <b>Certificates of Completion:</b>    | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Approved                              | 0           | 101         | 96          | 197          | 0           | 77          | 78          | 155          | 0           | 102         | 70          | 172          |
| Denied                                | 0           | 18          | 18          | 36           | 0           | 19          | 21          | 40           | 0           | 24          | 14          | 38           |
| <b>Total</b>                          | 0           | 119         | 114         | <b>233</b>   | 0           | 96          | 99          | <b>195</b>   | 0           | 126         | 84          | <b>210</b>   |
| <b>CSU GE Certifications:</b>         | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Full                                  | 106         | 165         | 414         | 685          | 122         | 131         | 415         | 668          | 88          | 153         | 347         | 588          |
| Partial                               | 39          | 82          | 134         | 255          | 41          | 60          | 108         | 209          | 31          | 56          | 120         | 207          |
| <b>Total</b>                          | 145         | 247         | 548         | <b>940</b>   | 163         | 191         | 523         | <b>877</b>   | 119         | 209         | 467         | <b>795</b>   |
| <b>IGETC Certifications:</b>          | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Yes                                   | 31          | 43          | 149         | 223          | 45          | 67          | 178         | 290          | 30          | 85          | 220         | 335          |
| No                                    | 3           | 1           | 4           | 8            | 4           | 1           | 2           | 7            | 1           | 4           | 6           | 11           |
| Partial                               | 4           | 6           | 5           | 15           | 2           | 10          | 13          | 25           | 10          | 9           | 9           | 28           |
| <b>Total</b>                          | 38          | 50          | 158         | <b>246</b>   | 51          | 78          | 193         | <b>322</b>   | 41          | 98          | 235         | <b>374</b>   |
| <b>Veteran Evaluations</b>            | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
|                                       | 113         | 206         | 200         | <b>519</b>   | 98          | 266         | 280         | <b>644</b>   | 169         | 318         | 283         | <b>770</b>   |
| <b>SOCMAR/SOCNAV Evaluations</b>      | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Camp Pendleton                        | 19          | 14          | 23          | <b>56</b>    | 29          | 26          | 30          | <b>85</b>    | 2           | 44          | 38          | <b>84</b>    |
| <b>Course Evaluation Requests</b>     | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Counseling                            | 82          | 102         | 99          | <b>283</b>   | 51          | 63          | 78          | <b>192</b>   | 50          | 95          | 144         | <b>289</b>   |
| <b>Life Science Prerequisites</b>     | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Nursing                               | n/a         | n/a         | n/a         | n/a          | n/a         | n/a         | n/a         | n/a          | n/a         | 78          | 90          | <b>168</b>   |
| <i>New in Fall 2010</i>               |             |             |             |              |             |             |             |              |             |             |             |              |
| <b>Prior Credit Evaluations</b>       | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Counseling                            | 150         | 159         | 204         | <b>513</b>   | 157         | 112         | 127         | <b>396</b>   | 58          | 132         | 4           | <b>194</b>   |
| <i>Discontinued Spring 2011</i>       |             |             |             |              |             |             |             |              |             |             |             |              |
| <b>Course Repetition:</b>             | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Approved Petitions                    | 6           | 31          | 33          | 70           | 18          | 47          | 52          | 117          | 23          | 44          | 77          | 144          |
| Denied Petitions                      | 2           | 3           | 1           | 6            | 0           | 3           | 0           | 3            | 1           | 4           | 0           | 5            |
| Legally Mandated Approvals            | 0           | 0           | 2           | 2            | 0           | 8           | 10          | 18           | 0           | 4           | 2           | 6            |
| *Excessive W's Processed              | n/a         | n/a         | n/a         | n/a          | 63          | 115         | 123         | 301          | 51          | 102         | 88          | 241          |
| Repeat Withdrawals Processed          | 215         | 565         | 939         | 1,719        | 367         | 828         | 838         | 2,033        | 309         | 933         | 847         | 2,089        |
| <b>Report Processing Totals</b>       | 223         | 599         | 975         | <b>1,797</b> | 448         | 1,001       | 1,023       | <b>2,472</b> | 384         | 1,087       | 1,014       | <b>2,485</b> |
| <i>*New Summer 2009</i>               |             |             |             |              |             |             |             |              |             |             |             |              |
| <b>Academic Standing</b>              | <u>X'08</u> | <u>F'08</u> | <u>S'09</u> | <u>TOTAL</u> | <u>X'09</u> | <u>F'09</u> | <u>S'10</u> | <u>TOTAL</u> | <u>X'10</u> | <u>F'10</u> | <u>S'11</u> | <u>TOTAL</u> |
| Dean's List                           | 73          | 1,361       | 1,390       | <b>2,824</b> | 65          | 1,447       | 1,505       | <b>3,017</b> | 62          | 1,553       | 1,542       | <b>3,157</b> |
| Probation                             | n/a         | 4,160       | 4,054       | <b>8,214</b> | n/a         | 4,302       | 3,737       | <b>8,039</b> | n/a         | 3,908       | 4,112       | <b>8,020</b> |
| Dismissal ( <i>spring term only</i> ) | n/a         | n/a         | 568         | <b>568</b>   | n/a         | n/a         | 585         | <b>585</b>   | n/a         | n/a         | 609         | <b>609</b>   |

|   |   |  |  |  |   |  |  |   |   |  |   |   |
|---|---|--|--|--|---|--|--|---|---|--|---|---|
| <b>Tech Prep*</b><br>Courses<br>Students<br><i>* Posted in the spring term only</i>   | <u>X'08</u><br>n/a<br>n/a                         | <u>F'08</u><br>n/a<br>n/a                              | <u>S'09</u><br>79<br>1,320                             | <u>TOTAL</u><br><b>79</b><br><b>1,320</b>                        | <u>X'09</u><br>n/a<br>n/a                         | <u>F'09</u><br>n/a<br>n/a                              | <u>S'10</u><br>114<br>2,211                            | <u>TOTAL</u><br><b>114</b><br><b>2,211</b>                        | <u>X'10</u><br>n/a<br>n/a                             | <u>F'10</u><br>n/a<br>n/a                              | <u>S'11</u><br>105<br>*                               | <u>TOTAL</u><br><b>105</b><br><i>*Student enrollments pending</i> |
| <b>Records Office</b><br><b>In-Person contacts:</b><br>Students<br>Counselors<br>Staff<br>Faculty/Administrators<br>Other<br><b>Total</b> | <u>X'08</u><br>533<br>40<br>48<br>18<br>17<br>656 | <u>F'08</u><br>1,101<br>89<br>119<br>37<br>36<br>1,382 | <u>S'09</u><br>1,257<br>82<br>131<br>45<br>44<br>1,559 | <u>TOTAL</u><br>2,891<br>211<br>298<br>100<br>97<br><b>3,597</b> | <u>X'09</u><br>586<br>46<br>36<br>23<br>20<br>711 | <u>F'09</u><br>1,181<br>101<br>94<br>42<br>39<br>1,457 | <u>S'10</u><br>1,280<br>95<br>112<br>49<br>48<br>1,584 | <u>TOTAL</u><br>3,047<br>242<br>242<br>114<br>107<br><b>3,752</b> | <u>X'10</u><br>657<br>53<br>26<br>23<br>22<br>781     | <u>F'10</u><br>1,299<br>112<br>70<br>46<br>43<br>1,570 | <u>S'11</u><br>1,408<br>94<br>84<br>53<br>52<br>1,691 | <u>TOTAL</u><br>3,364<br>259<br>180<br>122<br>117<br><b>4,042</b> |
| <b>Records Office</b><br><b>Phone contacts:</b><br>Students<br>Counselors<br>Staff<br>Faculty/Administrators<br>Other<br><b>Total</b>     | <u>X'08</u><br>487<br>22<br>39<br>10<br>9<br>567  | <u>F'08</u><br>1,528<br>41<br>62<br>23<br>30<br>1,684  | <u>S'09</u><br>2,840<br>54<br>77<br>27<br>60<br>3,058  | <u>TOTAL</u><br>4,855<br>117<br>178<br>60<br>99<br><b>5,309</b>  | <u>X'09</u><br>511<br>31<br>41<br>12<br>11<br>606 | <u>F'09</u><br>1,712<br>63<br>59<br>24<br>38<br>1,896  | <u>S'10</u><br>2,982<br>76<br>58<br>29<br>44<br>3,189  | <u>TOTAL</u><br>5,205<br>170<br>158<br>65<br>93<br><b>5,691</b>   | <u>X'10</u><br>1,034<br>44<br>45<br>14<br>12<br>1,149 | <u>F'10</u><br>1,697<br>86<br>55<br>26<br>40<br>1,904  | <u>S'11</u><br>3,027<br>93<br>32<br>33<br>21<br>3,206 | <u>TOTAL</u><br>5,758<br>223<br>132<br>73<br>73<br><b>6,259</b>   |
| <b>Records Office</b><br><b>E-Mail contacts:</b><br>Students<br>Counselors<br>Staff<br>Faculty/Administrators<br>Other<br><b>Total</b>    | <u>X'08</u><br>135<br>22<br>15<br>79<br>33<br>284 | <u>F'08</u><br>286<br>34<br>27<br>83<br>74<br>504      | <u>S'09</u><br>305<br>45<br>33<br>92<br>178<br>653     | <u>TOTAL</u><br>726<br>101<br>75<br>254<br>285<br><b>1,441</b>   | <u>X'09</u><br>142<br>23<br>16<br>83<br>35<br>299 | <u>F'09</u><br>300<br>36<br>29<br>92<br>78<br>535      | <u>S'10</u><br>320<br>47<br>35<br>96<br>184<br>682     | <u>TOTAL</u><br>762<br>106<br>80<br>271<br>297<br><b>1,516</b>    | <u>X'10</u><br>149<br>24<br>17<br>87<br>37<br>314     | <u>F'10</u><br>314<br>38<br>31<br>96<br>82<br>561      | <u>S'11</u><br>336<br>49<br>37<br>101<br>193<br>716   | <u>TOTAL</u><br>789<br>111<br>85<br>284<br>193<br><b>1,462</b>    |
| <b>Outgoing Transcripts Processed</b>   | <u>X'08</u><br>5,011                              | <u>F'08</u><br>13,513                                  | <u>S'09</u><br>14,106                                  | <u>TOTAL</u><br><b>32,630</b>                                    | <u>X'09</u><br>5,473                              | <u>F'09</u><br>15,017                                  | <u>S'10</u><br>12,951                                  | <u>TOTAL</u><br><b>33,441</b>                                     | <u>X'10</u><br>7,279                                  | <u>F'10</u><br>10,856                                  | <u>S'11</u><br>11,653                                 | <u>TOTAL</u><br><b>29,788</b>                                     |
| <b>Incoming Transcripts Received</b>  | <u>X'08</u><br>998                                | <u>F'08</u><br>1,917                                   | <u>S'09</u><br>1,188                                   | <u>TOTAL</u><br><b>4,103</b>                                     | <u>X'09</u><br>1,425                              | <u>F'09</u><br>2,204                                   | <u>S'10</u><br>1,175                                   | <u>TOTAL</u><br><b>4,804</b>                                      | <u>X'10</u><br>1,893                                  | <u>F'10</u><br>3,174                                   | <u>S'11</u><br>1,383                                  | <u>TOTAL</u><br><b>6,450</b>                                      |
| <b>Grade Changes</b>  | <u>X'08</u><br>194                                | <u>F'08</u><br>332                                     | <u>S'09</u><br>453                                     | <u>TOTAL</u><br><b>979</b>                                       | <u>X'09</u><br>206                                | <u>F'09</u><br>388                                     | <u>S'10</u><br>427                                     | <u>TOTAL</u><br><b>1,021</b>                                      | <u>X'10</u><br>179                                    | <u>F'10</u><br>457                                     | <u>S'11</u><br>391                                    | <u>TOTAL</u><br><b>1,027</b>                                      |
| <b>Student Petitions:</b><br>Petitions to Withdraw<br>Academic Renewal<br>Credit by Exam<br><b>Total</b>                                  | <u>X'08</u><br>234<br>59<br>-<br>293              | <u>F'08</u><br>368<br>92<br>54<br>514                  | <u>S'09</u><br>532<br>89<br>60<br>681                  | <u>TOTAL</u><br>1,134<br>182<br>114<br><b>1,430</b>              | <u>X'09</u><br>185<br>45<br>4<br>235              | <u>F'09</u><br>338<br>74<br>51<br>464                  | <u>S'10</u><br>410<br>93<br>40<br>544                  | <u>TOTAL</u><br>933<br>186<br>95<br><b>1,214</b>                  | <u>X'10</u><br>138<br>121<br>7<br>266                 | <u>F'10</u><br>291<br>141<br>59<br>491                 | <u>S'11</u><br>319<br>172<br>40<br>531                | <u>TOTAL</u><br>748<br>434<br>106<br><b>1,288</b>                 |
| <b>Prior Credit Evaluations</b><br>Financial Aid  | <u>X'08</u><br>-                                  | <u>F'08</u><br>-                                       | <u>S'09</u><br>-                                       | <u>TOTAL</u><br><b>813*</b>                                      | <u>X'09</u><br>-                                  | <u>F'09</u><br>-                                       | <u>S'10</u><br>-                                       | <u>TOTAL</u><br><b>1,148*</b>                                     | <u>X'10</u><br>-                                      | <u>F'10</u><br>-                                       | <u>S'11</u><br>-                                      | <u>TOTAL</u><br>-   |
|   | <i>*Based on Financial Aid query</i>              |  |  |  | <i>*Based on Financial Aid query</i>              |  |  |   | <i>Count not available at this time</i>               |  |   |   |
| <b>Number of full-time staff</b>  | <b>9</b>  |  |  |  | <b>9</b>  |  |  |   | <b>9</b>  |  |   |   |
| <b>Number of part-time staff</b>  | <b>6</b>  |  |  |  | <b>6</b>  |  |  |   | <b>6</b>  |  |   |   |
| <b>Staff/student ratio</b>  |   |  |  |  |   |  |  |   |   |  |   |   |

**2. Reflect upon and analyze the above 3-year trend data. Briefly discuss overall observations and any areas of concern or noteworthy trends.**

We have seen a significant increase in our contacts since we started tracking this data. Our workload continues to rise, with new tasks being added almost every year. The largest increases continue to be with financial aid and veteran evaluations. While there are student workers to assist in our Records Office with transcript processing, there is a need for a full-time Employment Services Specialist/Records to keep up with the daily incoming transcripts data entry.

**3. Reflecting on the 3-year trend data, describe/discuss department/discipline planning related to the following:**

| PLAN – 2010-11   | Assessment/Outcome – 2011-12   |
|--|--|
| <p><b>a. Programs changes/improvements (consider changes due to Growth in FTES and Headcount, CSU/UC transfer language updates, articulation, workforce and labor market projections, certificate or degree completions, etc.)</b></p> <ul style="list-style-type: none"> <li>• Implement the Transfer Credit and Academic Advising PeopleSoft modules</li> <li>• Establish prerequisite checking utilizing PS Transfer Credit</li> <li>• Re-structure the Evaluations and Records Office to add space for additional work stations</li> </ul> | <ul style="list-style-type: none"> <li>• Began the implementation process July 2010 for Academic Advising and quickly realized Transfer Credit would become the bigger project; implementation date is November 2011, but is a moving target</li> <li>• Upon full implementation of Transfer Credit, prerequisite checking will fall into place</li> <li>• This has been in the works since March 2011, and the project is moving forward extremely slowly</li> </ul>  |
| <p><b>b. Additional Programs to develop (consider enrollment trends, growth, student demands, wait times, comprehensiveness, etc.)</b></p> <ul style="list-style-type: none"> <li>• Fully implement Transfer Credit<br/>Requires continued support with money, staff, and time</li> <li>• Fully implement Academic Advising<br/>Requires continued support with money, staff, and time</li> <li>• Automate course repetition checking</li> </ul>   | <ul style="list-style-type: none"> <li>• Began in Fall 2010 with five part-time employees data-entering all incoming transcripts; currently up-to-date</li> <li>• Articulation Officer completed articulation of course work for 6 of the 7 Region 10 schools; currently testing with MiraCosta course work</li> <li>• Evaluations Supervisor created Course Transfer Equivalency Rules, pseudo courses, and requirement designators; currently in data-mapping phase with Functional Analyst/Admissions</li> <li>• Began the process in July 2010 with a consultant, two Functional Analysts, Evaluations Supervisor, Articulation Officer, and Senior Evaluator</li> <li>• Functional Analyst/Records set-up the GE requirements, and 3 General Studies and 10 University Studies degree plans which cover about 40% of all degrees awarded; currently testing processes</li> <li>• Scheduled for Spring 2012</li> </ul> |

4. To implement the planning described in question #3, discuss/identify the necessary resources requested to successfully implement:

| PLAN – 2010-11  | Assessment/Outcome – 2011-12   |
|---|--|
| <p>a. <b>Equipment/Technology - block grant funds, VTEA, other resources, etc.</b></p> <ul style="list-style-type: none"> <li>• Upgrade our Singularity imaging system to Hyland's OnBase system</li> </ul>   | <ul style="list-style-type: none"> <li>• On hold due to budget concerns</li> </ul>   |
| <p>b. <b>Budget - budget development process, one-time funds, grants, etc.</b></p>  |  |
| <p>c. <b>Facilities - scheduled maintenance needs, additional space/offices due to growth, remodeling, etc.</b></p> <ul style="list-style-type: none"> <li>• Office re-structure requested to add additional work stations for new Evaluator and Records positions</li> </ul>   | <ul style="list-style-type: none"> <li>• Pending approval of Facilities</li> </ul>   |
| <p>d. <b>Faculty position(s) - faculty priority process and projected full-time needs for 1-3 years above the Counselor formula</b></p>   |  |
| <p>e. <b>Staff position(s) - changes staffing needs due to program growth, new technology, etc.</b></p> <ul style="list-style-type: none"> <li>• One additional Records Specialist requested for transcript data entry maintenance required to implement Transfer Credit</li> <li>• One additional Academic Evaluator/Advisor requested for Academic Advising implementation</li> </ul> | <ul style="list-style-type: none"> <li>• Pending approval of position and budget</li> <li>• Five temporary staff have been hired to work on transcript data entry. A proposed full time position will replace the temporary staff.</li> <li>• Position approved with special funding; new employee is in training</li> </ul> |
| <p>f. <b>Other -</b></p> <ul style="list-style-type: none"> <li>• Cooperation between Student Services and Instructional Services is key to the success of the Transfer Credit and Academic Advising module implementation</li> </ul>   | <ul style="list-style-type: none"> <li>• Continue sharing information</li> </ul>   |

5. Discuss one department/discipline goal linked to Palomar's Strategic Plan 2009 and how it will support the success of students.

A goal for the Evaluations and Records Office for the last couple of years has been the implementation of the PeopleSoft Transfer Credit and Academic Advising modules. This implementation will provide students with a detailed report of their degree status upon entry, including transferred-in course work, with regard to their degree goals and objectives. This report will tell students exactly where they are at in their program, and what requirements are still needed for successful completion.

6. Student Learning Outcome progress:

a. Describe a learning outcome at the program level and the assessment method used to measure student learning of that outcome.

30% of our students will be able to access Academic Advising and run a degree audit.

**b. Describe a learning outcome that is difficult to assess.**

Determining the reasons students transfer to a four-year university without completing the requirements for a Degree.

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**7. Describe a department accomplishment that you would like to share with the college community.**

The Evaluations and Records Office was very excited to get the Transfer Credit and Academic Advising modules off the ground. We had not been data-entering any incoming transcripts into PeopleSoft, and we were told that this would be a deal-breaker for implementing Academic Advising for our students with transfer credit. We are now currently up-to-date with all incoming transcripts for graduation applicants, financial aid applicants, and veterans, as well as keeping up with the daily transcripts received. This is quite an accomplishment from where we started, and we are looking forward to going live with Academic Advising.

**8. Are there other resources (including data) that you need to complete your department/discipline review and planning?**

The Evaluations and Records Office must stay knowledgeable of new state legislation; changes at the CCC, CSU, and UC Chancellors' Offices; updates in curriculum; updates in PeopleSoft; and changes in policies and procedures. The only way this can happen is through workshops, conferences, professional group participation, and training sessions. These all create travel expenses and registration fees. Funding and support is needed for staff to stay current in our area of expertise and to provide up-to-date information for our students.

**For programs with an external accreditation/program review, indicate the date of the last accreditation visit and discuss recommendations and progress made on the recommendations.**

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**9. Other comments, recommendations:**

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**Please identify faculty and staff who participated in the development of this plan:**

Linda Cox, Rick Herren

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**Name/Signature**

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**Date**